

Hamilton Relay

MassRelay 2011 FCC CapTel Complaint Report

August 2010 – May 2011

| Track # | Date of Complaint | Time of Call | Contact Type | Tech. vs. Service | Agent # | Category # of Complaint | Nature of Complaint | Explanation of Resolution or Status | Date & Time Resolved | Time Comp | Rep. Initials |
|---------|-------------------|--------------|--------------|-------------------|---------|-------------------------|----------------------|---|----------------------|---------------|---------------|
| 239042 | 2/14/2011 | 6:45:00 PM | EMail | Service | NA | 0800-11030 | Accuracy of Captions | Customer reported that she was experiencing difficulties with the accuracy of the captions on her CapTel phone. CSR discussed with customer how captions are produced and explained that with voice recognition technology, it's possible to receive words on her captions that sound similar to the word spoken but has a different meaning contextually. CSR further advised that when this | 2/17/2011 5:10:00 PM | over 48 hours | MF |

| | | | | | | | | | | | |
|--------|-----------|-------------|--------|-----------|----|------------|-------------------|---|----------------------|-----------------|----|
| | | | | | | | | occurs, the correct word should appear in brackets indicating a correction. | | | |
| 239627 | 2/16/2011 | 3:55:00 PM | CapTel | Technical | NA | 0800-28000 | Caller ID | Customer's son reported no Caller ID on the CapTel phone. CSR advised a physical reset, which resolved customer's experience | 2/16/2011 4:05:00 PM | within 24 hours | JM |
| 236251 | 2/2/2011 | 12:30:00 PM | Phone | Service | NA | 0800-11090 | Service – General | Customer reported seeing "Waiting for CapTel operator" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and | 2/3/2011 9:10:00 AM | within 24 hours | JL |

| | | | | | | | | | | | |
|--------|------------|------------|----|-----------|----|------------|---------------------|--|-----------------------|-----------------|----|
| | | | | | | | | Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner. | | | |
| 225057 | 12/20/2010 | 5:00:00 PM | NA | Technical | NA | 0800-22990 | Technical - General | Caller reported that customer had no captions but was not able to provide further details. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue | 12/21/2010 5:00:00 PM | within 48 hours | EY |

| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay. | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|